What’s Next?
Fighting Cybercrime

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Who We Are & What We Do
From Alishia Topper, Treasurer

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CLARK COUNTY FACTS

Demographics

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<tr>
<td>%</td>
<td>49</td>
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Home ownership rate

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<tr>
<th></th>
<th>2017</th>
<th>2018</th>
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<td>%</td>
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Unemployment rate

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<td>%</td>
<td>5.1</td>
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Average per capita personal income

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COLLECT

$708 million in taxes and assessments

BANK

and process approximately $7 billion in transactions

INVEST

a portfolio with a book value of $941 million

MANAGE DEBT

totaling $968 million

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How Are We Doing?
A performance report on key objectives and services

Performance Highlights 2017 2018
Average lobby wait times 3:50 4:20
Collection rate 98.81% 99.0%
Average phone call times 3:54 3:22

Customer Survey Feedback
From a 2018 survey in the Joint Lobby

Customer Survey
We’re Listening
Delinquent Payment Options
We understand sometimes a financial hardship can sneak up on you. That is why our office is proud to have worked in support of House Bill 1105 this past legislative session. The new law, which goes into effect Jan. 1, 2020, offers broader payment plan terms for those behind on their taxes. What’s changed? Well, the new payment plans halt interest and penalty accrual on delinquent taxes and can be executed on current year taxes owed. The new law also creates requirements for the communications that treasurers offices in Washington will need to follow. These communications will help taxpayers understand their tax bills, ensure that they see their bills in a timely manner, and provide resources for those who need assistance. One of the best features of this bill is a one-time waiver of interest and penalties for taxpayers who are subject to foreclosure and meet certain income and residence qualifications. This bill will help keep people in their homes, which is our goal too!

If you want more information about payment plans, please contact 564.397.4855.

Senior and Disabled Persons Exemption & Deferral Program Changes
Another legislative change going into effect in 2020 is ESSB 5160. This bill amends the eligibility requirements for the Senior and Disabled Persons Exemption and Deferral programs. The new income thresholds take into account the county’s median income. In short, this means more people in Clark County will qualify for a reduction in taxes. If you are not yet 61 years of age or older, you may qualify if you are Social Security deemed disabled or if you are a veteran with a service-connected disability.

For details, please visit www.clark.wa.gov/assessor or call 564.397.2391.

Fiscal Year 2018

Countywide Revenues

Operating grants and contributions
Capital grants and contributions
Interest earnings
All Other
Charges for service

2018 Tax Revenue
Property taxes $108,999,128
Sales taxes $54,301,267
Excise & other taxes $13,596,176
Total $176,898,571

All Other
Interest earnings
Capital grants and contributions
Operating grants and contributions
Charges for service

General Government
Public Safety
Transportation
Natural & Economic Environment
Social Services
Culture & Recreation
All Other

2017 vs. 2018

Revenue $379m $389m +2.7%
Expense $325m $308m -7.4%

The data in this report encompasses the 2018 fiscal year. Our fiscal year matches the calendar year. All the data included reflects the actual revenue and expense amounts and is not an estimate. The last independent audit by the Washington State Auditor was for fiscal year 2017, with no findings.

More about Clark County’s budget:
www.clark.wa.gov/budget
Latest audit results:
www.sao.wa.gov/reports-data/audit-reports
Customer Survey Feedback
From a 2018 survey in the Joint Lobby

Very satisfied with response times: 93%
Very satisfied with the friendliness of staff: 98%
Very satisfied with the knowledge of staff: 90%
Very satisfied with ease of business: 90%
Overall satisfaction: 91%

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